

TransPerfect's European Offices Achieve ISO 9001:2000 Certification

LONDON - November 8, 2004 - TransPerfect Translations, one of the world's leading providers of language solutions, today announced that its European offices have been awarded ISO 9001:2000 certification. BSI, the world's largest quality management systems registrar, granted this certification after conducting extensive audits of TransPerfect Translations in Europe and the United States, where the company had previously achieved ISO 9001:2000 certification. BSI will periodically conduct ongoing audits of TransPerfect's operations to ensure continued compliance with the standard as well as continual improvement of their Quality Management System.

TransPerfect continually strives to offer the highest level of quality to their Global 500 client base worldwide. With many of its clients in extremely regulated environments such as the Life Sciences industry, they depend on a partner like TransPerfect that is deeply committed to setting the standard for quality and client service in the translation industry. The ISO 9001:2000 certification only serves to strengthen this commitment.

In addition to complying with rigorous employee training, customer service, language production, project/account management and quality control procedures, TransPerfect has raised the bar with its scrupulous linguist evaluation/selection process. Founder and CEO Liz Elting comments, "Fewer than 10% of the linguists who apply to work for us are able to pass our rigorous testing process. This means that every translation we create is crafted by the highest caliber linguists in over 100 languages." The fact that the key people on her staff are available 24/7 again speaks to TransPerfect's total commitment to client service. "We are setting standards and expectations that one could never have imagined a decade ago," added Elting.

About TransPerfect Translations

TransPerfect is one of the world's leading providers of language solutions. With 22 offices on 3 continents, TransPerfect provides a full range of services in over 100 languages to multinational companies worldwide. These services include translation, interpreting, multilingual typesetting/graphic services, staffing solutions, web site globalization, software localization, subtitling/voice-overs and multicultural marketing. With a network of over 4,000 linguists and subject-area specialists, TransPerfect is one of only a handful of translation companies to be ISO 9001:2000 certified. TransPerfect Translations has its U.S. headquarters in New York and its European headquarters in London.

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